

## STUDENT GRIEVANCES

**Policy Number:** 608

**Categorized:** [Student Services](#)

**Responsible Office:** Provosts

**Subject:** Policies and Procedures Governing Student Academic and Non-Academic Grievances

**Related Policies:** [Equal Opportunity and Non-Discrimination](#)

**Procedures:** [608P](#)

### **Additional Information:**

**Effective Date:** 02/24/2014

**Last Reviewed Date:** 06/23/2021

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### **1. Scope**

The student grievance process applies to academic and non-academic student grievances, including student complaints of unlawful discrimination or unfair treatment. The grievance process applies to complaints from NOVA students, no matter location or learning mode of delivery, arising under any of the following:

- a. Title VI of the Civil Rights Act of 1964
- b. Title IX of Education Amendments of 1972  
Exception: allegations of sexual harassment or sexual assault are covered by the Sexual Misconduct Policy. If assistance is needed in determining which Policy is applicable, please contact the Title IX Coordinator at 703.323.2262.
- c. Section 504 of the Rehabilitation Act of 1973
- d. Title II of the Americans with Disabilities Act of 1992
- e. Family Educational Rights and Privacy Act of 1974
- f. Age Discrimination Act of 1975
- g. Northern Virginia Community College Catalog
- h. Northern Virginia Community College Student Handbook

### **2. Policy Statement**

Northern Virginia Community College is dedicated to a policy which provides that all grievances relating to students at the college, including grade appeals, will be handled fairly and equally, without regard to race, color, sex, age, religion, disability, national origin, marital status, veteran status, political affiliation, sexual orientation, gender identity or other non-merit factors. It is the policy of Northern Virginia

Community College to provide fair and orderly procedures to resolve student grievances. Nothing in this policy prevents a student from discussing a complaint informally with any appropriate college official.

### **3. Definitions**

Academic grievance: An academic grievance is an appeal of a final course grade or dismissal from an academic program. An academic grievance must be based on at least one of the following: arbitrary and/or capricious action on the part of the faculty member, including assignment of a grade or dismissal from a program on some basis other than performance in the course or program; application of standards different from those that were applied to other students in the same course or program; the assignment of a grade not in accord with the grading protocol on the course syllabus; or dismissal from a program not in accord with the program standards.

Discrimination: The unequal treatment of individuals who are similarly situated. The College prohibits discrimination on the basis of race, color, sex or age (except where sex or age is a bona fide occupational qualification), religion, disability, national origin, marital status, veteran status, political affiliation, sexual orientation, gender identity or other non-merit factors.

Non-academic grievance: A non-academic grievance is a formal difference or dispute between a student and a college employee about the interpretation and/or application of the policies and procedures of the campus, the College, or the Virginia Community College System that negatively affects the student. A non-academic grievance may be based on one of the following claims: arbitrary and/or capricious actions by a college employee or administrative office; policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.

### **4. Procedures**

See [608P](#).

### **5. Authority**

VCCS Policy 6.5.0.1. Student Grievance